## DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

the specification of which (check one)

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

#### VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

•	`	ŕ			
X	is attached hereto.				
	was filed on as Application Serial and was amended on		— — (if applicable)		
•	state that I have review		the contents of the above ident referred to above.	ntified specific	eation,
	vledge the duty to discl dance with Title 37, Co		ch is material to the patentabations, §1.56.	oility of this ap	plication
I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:					
Prior Fo	reign Application(s):			Priority	Claimed
				Yes	<u>No</u>
(1)	Number)	(Country)	(Day/Month/Year)		

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

POST OFFICE ADDRESS:

#### Docket Number: AUS920010946US1

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)
made on information and belief a the knowledge that willful false s or both, under Section 1001 of T	statements and the like so made are	hat these statements were made with punishable by fine or imprisonment, and that such willful false statements
	named inventor, I hereby appoint t transact all business in the Patent a	the following attorneys and/or agents and Trademark Office connected
Reg. No. 28,543; Robert M. Carv Lefeve, Reg. No. 26,193; Casimo Anthony V. England, Reg. No. 3 42,196; Christopher A. Hughes, No. 26,279; Joseph C. Redmond	well, Reg. No. 28,499; Jeffrey S. La er K. Salys, Reg. No. 28,900; David 5,129; Volel Emile, Reg. No. 39,96 Reg. No. 26,914; Stanley B. Green	59; Leslie A. Van Leeuwen, Reg. No., Reg. No. 24,351; John E. Hoel, Reg. Dawkins, Reg. No. 31,140; Cynthia S.
	a S. Byrd, International Business Ma O Burnet Road, Austin, Texas 7875 I.	
FULL NAME OF SOLE OR FIF	RST INVENTOR: Michael Wayne	Brown
INVENTORS SIGNATURE:	]	DATE:
RESIDENCE: 529 River Down Georgetown, TX		
CITIZENSHIP: USA		

FULL NAME OF SECOND INVENTOR: David R. Cheng	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephan	nie Leung
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104	
CITIZENSHIP: UK	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde	;
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755	
CITIZENSHIP: USA	

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss INVENTORS SIGNATURE:	DATE: NOVEMBER 9, 2001
RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	
CITIZENSHIP:	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	<b>,</b>
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
CITIZENSHIP: USA	

# DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

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w	attached hereto.  as filed on  Application Serial N  ad was amended on		— (if applicable)	
as	Application Serial N		(if applicable)	
•	te that I have reviewe e claims, as amended		the contents of the above ident nt referred to above.	tified specification,
	lge the duty to disclose with Title 37, Code		ich is material to the patentabilations, §1.56.	lity of this application
application(	s) for patent or inventor for patent or inventor	tor's certificate lis	35, United States Code, §119 ted below and have also identing a filing date before that of the	fied below any foreign
Prior Foreig	m Application(s):			Priority Claimed
(Num	aber)	(Country)	(Day/Month/Year)	Yes No

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CITIZENSHIP: USA

POST OFFICE ADDRESS:

#### Docket Number: AUS920010946US1

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(Application Serial #)	(Filing Date)	(Status)
made on information and belief a the knowledge that willful false s or both, under Section 1001 of T	are believed to be true; and further statements and the like so made ar	edge are true and that all statements rethat these statements were made with re punishable by fine or imprisonment, and that such willful false statements thereon.
		t the following attorneys and/or agents and Trademark Office connected
Reg. No. 28,543; Robert M. Carv Lefeve, Reg. No. 26,193; Casimo Anthony V. England, Reg. No. 3 42,196; Christopher A. Hughes, No. 26,279; Joseph C. Redmond	well, Reg. No. 28,499; Jeffrey S. Ier K. Salys, Reg. No. 28,900; Dav 5,129; Volel Emile, Reg. No. 39,9 Reg. No. 26,914; Stanley B. Gree	Reg. No. 24,091; Thomas E. Tyson, LaBaw, Reg. No. 31,633; Douglas H. rid A. Mims, Jr., Reg. No. 32,708; 969; Leslie A. Van Leeuwen, Reg. No. en, Reg. No. 24,351; John E. Hoel, Reg Dawkins, Reg. No. 31,140; Cynthia S. Jerry B. Kraft, Reg. No. 19,226.
	Burnet Road, Austin, Texas 787	Machines Corporation, Intellectual 58 and direct all telephone calls to
FULL NAME OF SOLE OR FIR	RST INVENTOR: Michael Wayr	ne Brown
INVENTORS SIGNATURE:		DATE:
RESIDENCE: 529 River Down Georgetown, TX		

FULL NAME OF SECOND INVENTOR: David R. Cheng
INVENTORS SIGNATURE: DATE:
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803
CITIZENSHIP: USA
POST OFFICE ADDRESS: Same As Above
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung
INVENTORS SIGNATURE: DATE: DATE: DATE: DATE: DATE: DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104
CITIZENSHIP: UK
POST OFFICE ADDRESS: Same As Above
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde
INVENTORS SIGNATURE: DATE:
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755
CITIZENSHIP: USA

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini				
INVENTORS SIGNATURE: DATE:				
RESIDENCE: 6407 Wallace Cove Austin, TX 78750				
CITIZENSHIP: USA				
POST OFFICE ADDRESS: Same As Above				
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss				
INVENTORS SIGNATURE:	DATE:			
RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139				
CITIZENSHIP:				
POST OFFICE ADDRESS: Same As Above				
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INVENTORS SIGNATURE:	DATE:			
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X	is attached hereto.				
	was filed on as Application Seria and was amended o		(if applicable)		
		ewed and understand ded by any amendme	the contents of the above identient referred to above.	fied specifi	cation,
		close information wh Code of Federal Regu	ich is material to the patentabili lations, §1.56.	ty of this a	pplication
applicati applicati	on(s) for patent or in	ventor's certificate lis	35, United States Code, §119 of sted below and have also identifing a filing date before that of the	ied below a	ny foreign
Prior Fo	reign Application(s):			Priorit	y Claimed
				Yes	<u>No</u>
1)	Jumber)	(Country)	(Day/Month/Year)		

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POST OFFICE ADDRESS:



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(Application Serial #)	(Filing Date)	(Status)
made on information and belief at the knowledge that willful false st or both, under Section 1001 of Tit	tatements and the like so made are	hat these statements were made with punishable by fine or imprisonment, d that such willful false statements
	named inventor, I hereby appoint the ransact all business in the Patent and	he following attorneys and/or agents nd Trademark Office connected
Reg. No. 28,543; Robert M. Carw Lefeve, Reg. No. 26,193; Casime Anthony V. England, Reg. No. 35 42,196; Christopher A. Hughes, R No. 26,279; Joseph C. Redmond,	vell, Reg. No. 28,499; Jeffrey S. La r K. Salys, Reg. No. 28,900; David 5,129; Volel Emile, Reg. No. 39,96 Reg. No. 26,914; Stanley B. Green,	9; Leslie A. Van Leeuwen, Reg. No., Reg. No. 24,351; John E. Hoel, Regawkins, Reg. No. 31,140; Cynthia S.
	S. Byrd, International Business Ma Burnet Road, Austin, Texas 78758	
FULL NAME OF SOLE OR FIR	ST INVENTOR: Michael Wayne	Brown
INVENTORS SIGNATURE:	J	DATE:
RESIDENCE: 529 River Down Georgetown, TX		
CITIZENSHIP: USA		

FULL NAME OF SECOND INVENTOR: David R. Cheng				
INVENTORS SIGNATURE: DATE: 11/3/01				
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803				
CITIZENSHIP: USA				
POST OFFICE ADDRESS: Same As Above				
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung				
INVENTORS SIGNATURE: DATE:				
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104				
CITIZENSHIP: UK				
POST OFFICE ADDRESS: Same As Above				
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde				
INVENTORS SIGNATURE: 70/1 DATE: 11/3/01				
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755				
CITIZENSHIP: USA				

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini				
INVENTORS SIGNATURE: DATE:				
RESIDENCE: 6407 Wallace Cove Austin, TX 78750				
CITIZENSHIP: USA				
POST OFFICE ADDRESS: Same As Above				
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss				
INVENTORS SIGNATURE:	DATE:			
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CITIZENSHIP:				
POST OFFICE ADDRESS: Same As Above				
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters				
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X is attached l	hereto.			
	n ion Serial No <u>.</u> ended on		·	
	ave reviewed and understand as amended by any amendme	the contents of the above identent referred to above.	tified specifi	cation,
	ty to disclose information wh tle 37, Code of Federal Regu	nich is material to the patentabi lations, §1.56.	lity of this ap	pplication
application(s) for pate	ent or inventor's certificate lis	e 35, United States Code, §119 sted below and have also identing a filing date before that of the	fied below a	ny foreign
Prior Foreign Applica	ation(s):		Priority	y Claimed
(Number)	(Country)	(Day/Month/Year)	Yes	<u>No</u>

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United



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(Application Serial #)	(Filing Date)	(Status)
I hereby declare that all statement	s made herein of my own knowled	ge are true and that all statements
made on information and belief at	re believed to be true; and further the	nat these statements were made w

made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

FULL NAME OF SOLE OR FIRST INVENTOR: Michael Wayne Brown

INVENTORS SIGNATURE Studies Bara DATE: 11/2/2001

RESIDENCE: 529 River Down Road

Georgetown, TX 78628

CITIZENSHIP: USA

FULL NAME OF SECOND INVENTOR: David R. Cheng	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie	Leung
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104	
CITIZENSHIP: UK	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	

POST OFFICE ADDRESS:

Docket Number: AUS920010946US1

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini		
INVENTORS SIGNATURE: Mahal Q forh DATE: 1/-2-2001		
RESIDENCE: 6407 Wallace Cove Austin, TX 78750		
CITIZENSHIP: USA		
POST OFFICE ADDRESS: Same As Above		
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss		
INVENTORS SIGNATURE: DATE:		
RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139		
CITIZENSHIP:		
POST OFFICE ADDRESS: Same As Above		
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters  INVENTORS SIGNATURE:  DATE:  RESIDENCE: 8000 High Hollow Gove Austin, TX 78750		
CITIZENSHIP: USA		